

# Office of Risk Management

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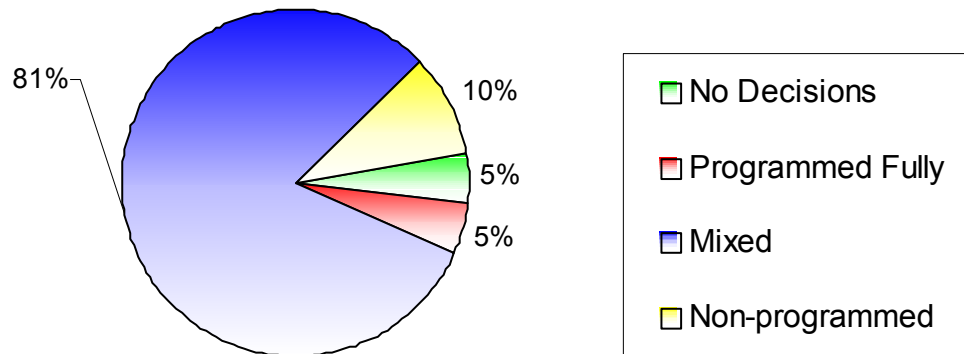


The following graphs illustrate responses received from forty claims staff members regarding their perspective on the work environment, managerial and supervisory staff and general resources available to them.

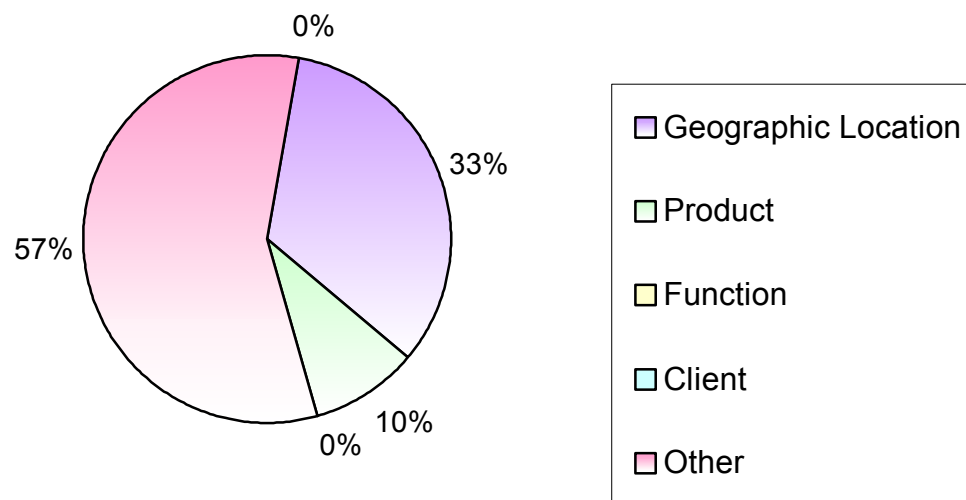


## ORGANIZATIONAL STRUCTURE AND STAFFING

The decisions I make are essentially:

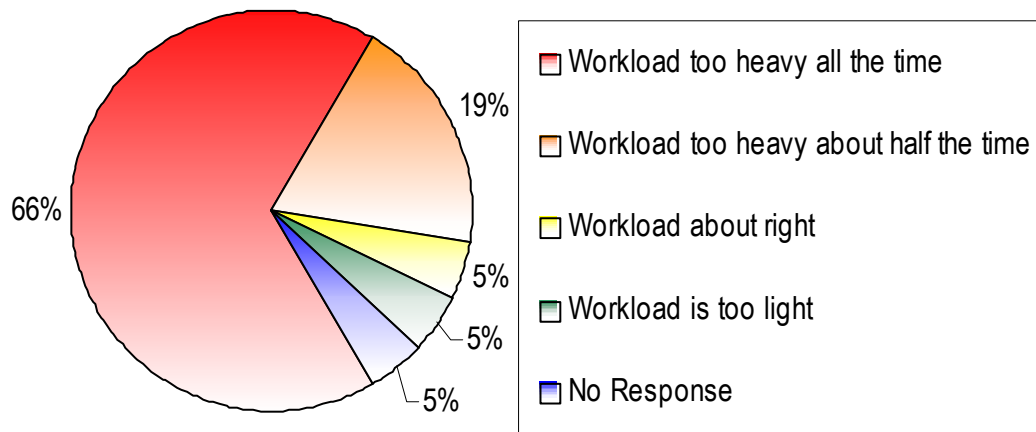


My department organizes itself essentially around:

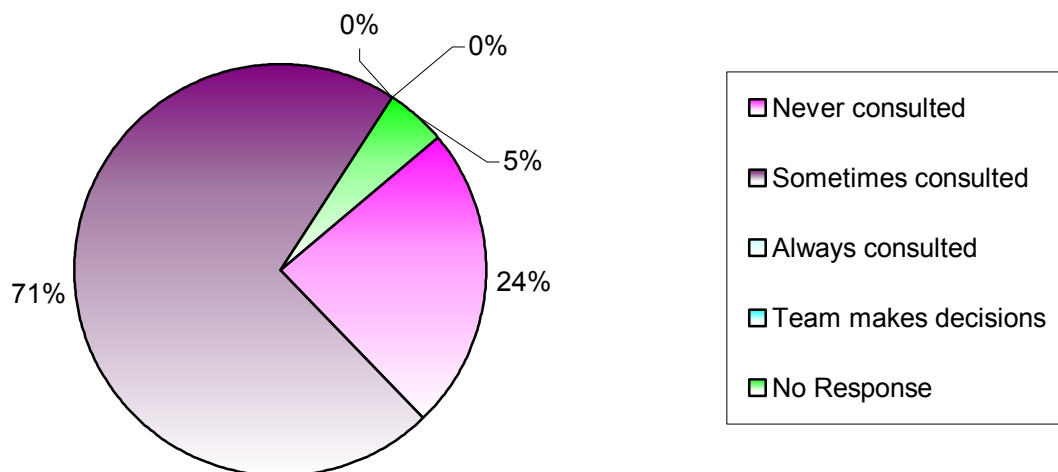




**Given current processes and procedures,  
the workload compared to staff size:**

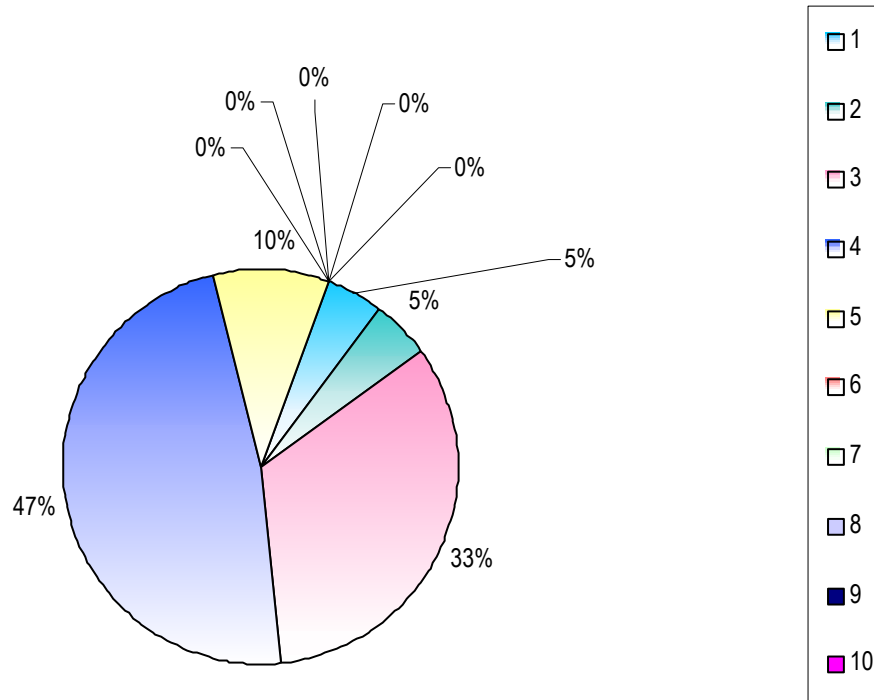


**My involvement in key decisions affecting my job is:**





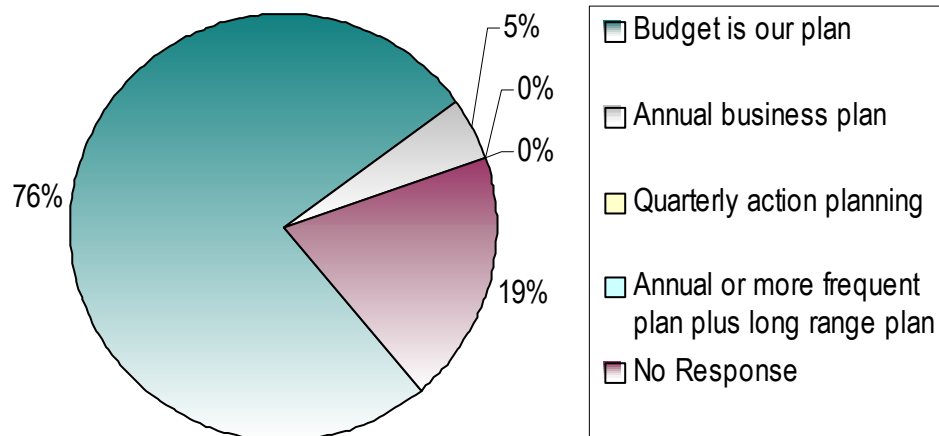
Number of layers of management between  
you and chief executive officer:



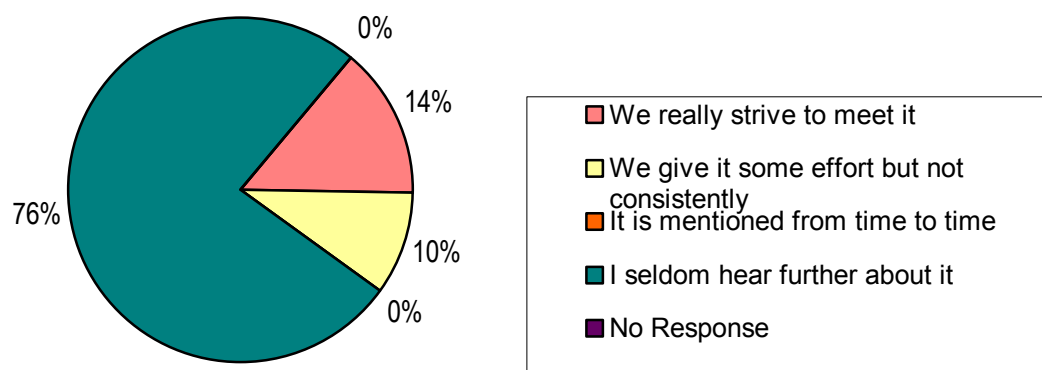


## PLANNING

My department engages in planning:

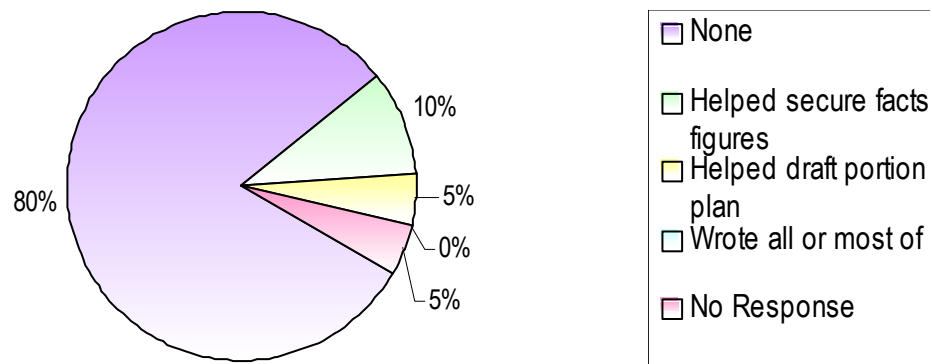


Once we adopt a plan:

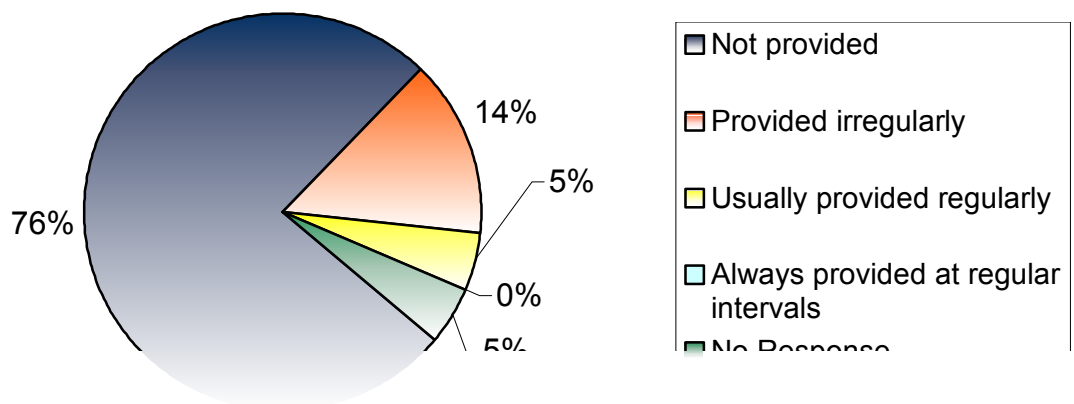




## My involvement in the planning process:



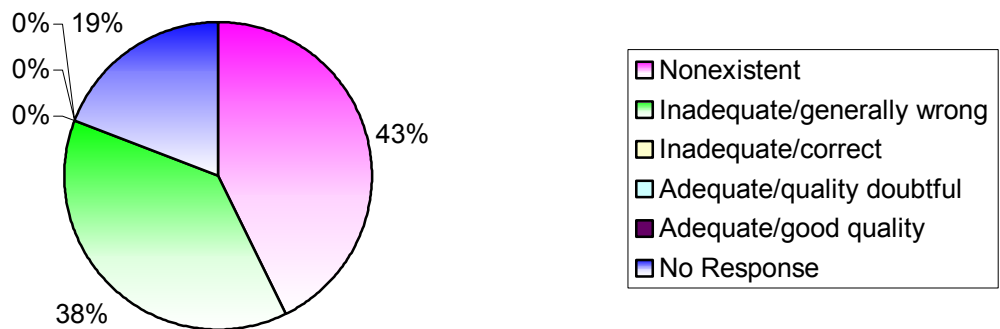
## Regular measures of goals and objectives are provided:



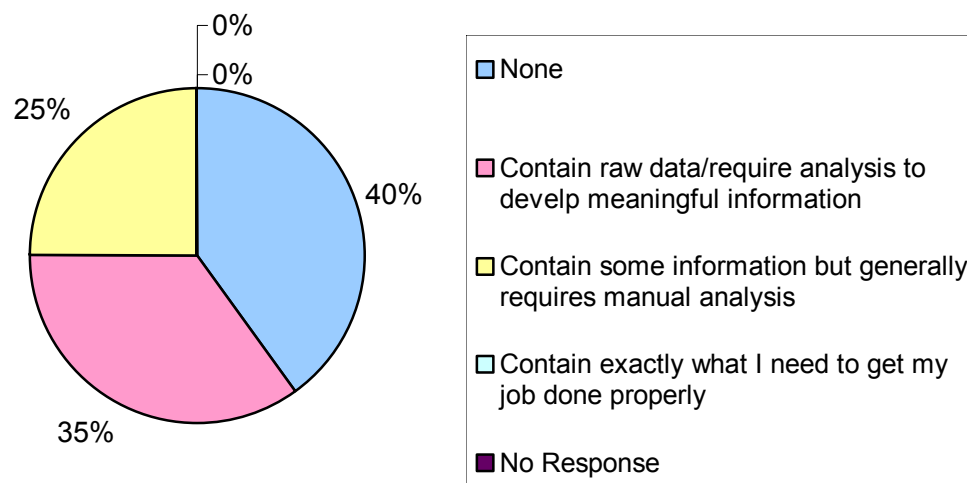


## MONITORS AND CONTROLS

**Monitors used to measure conformance  
with plans, goals and objectives:**

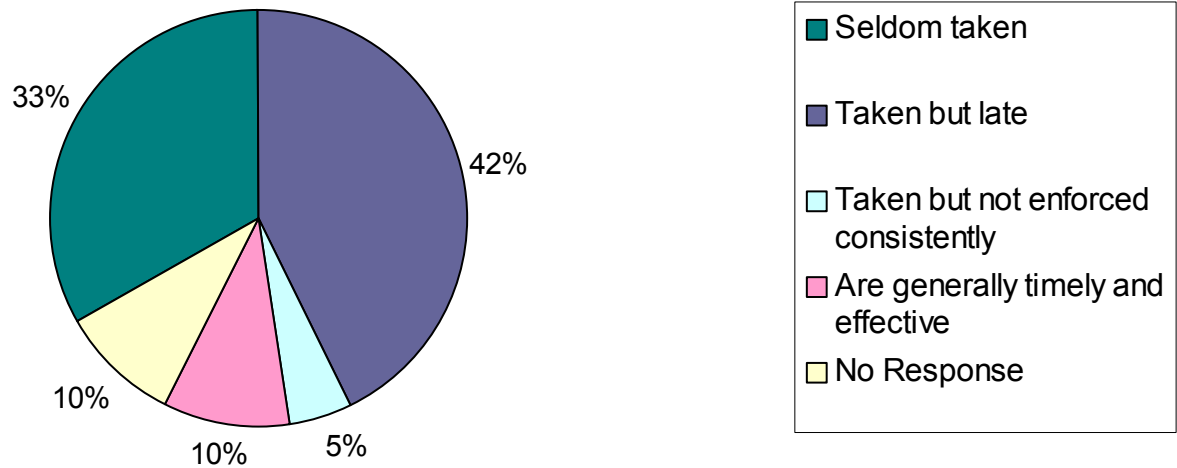


**Monitors provided:**





## Managerial control activities when taken:

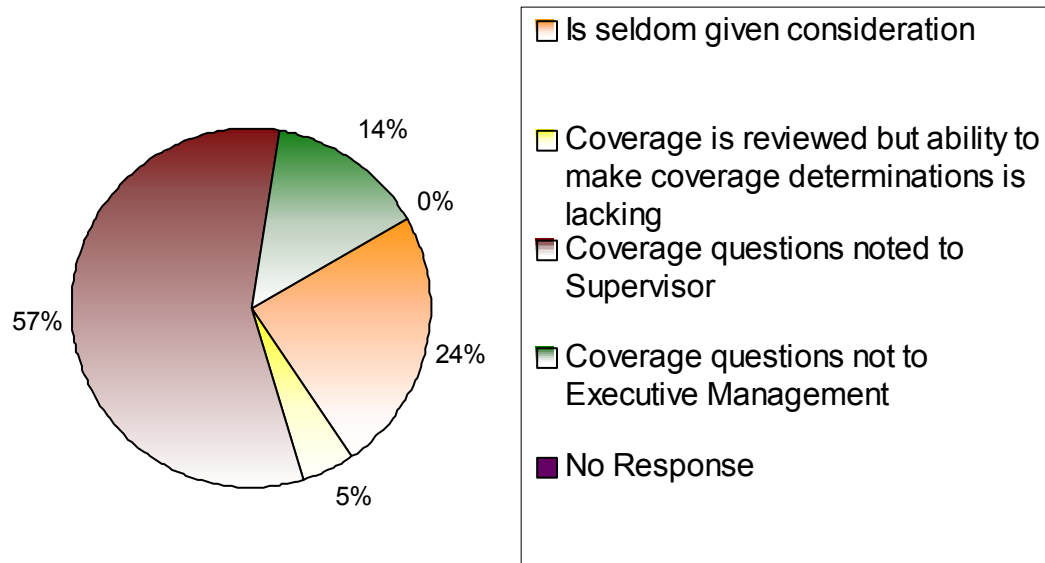




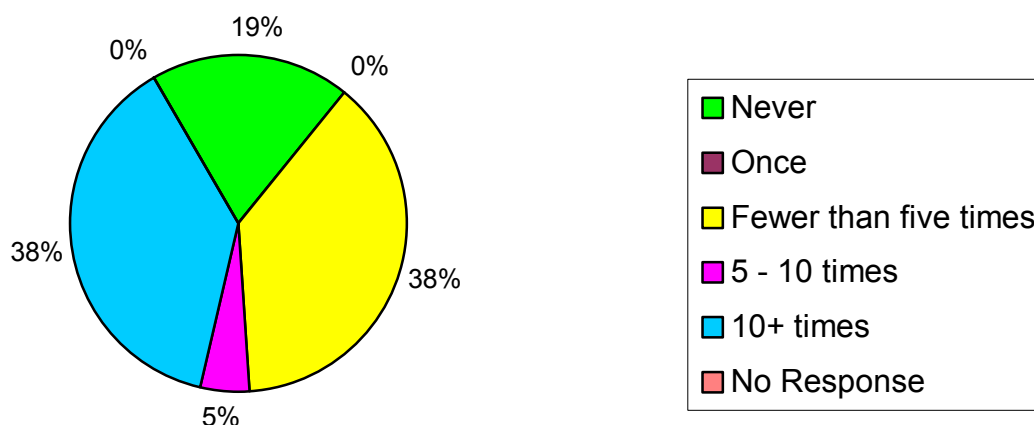


## CLAIMS TECHNICAL: COVERAGE

On new claims, coverage:



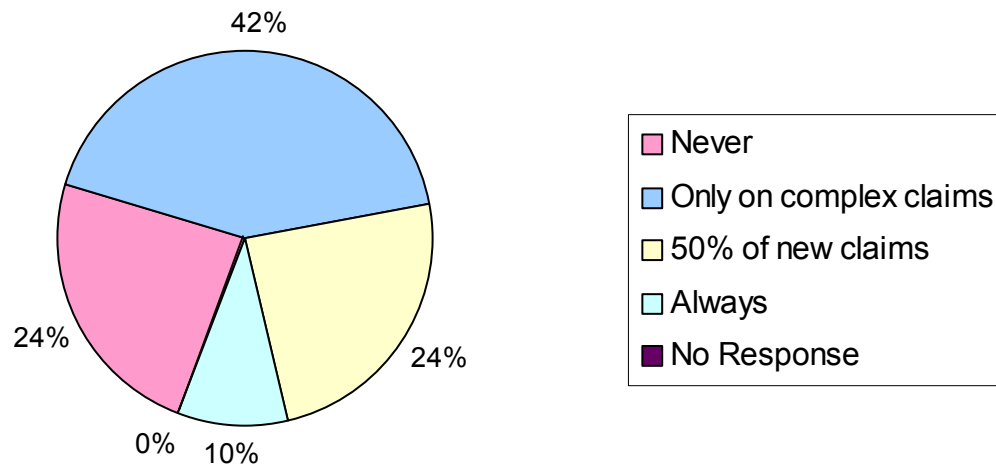
I have personally denied claims based upon coverage issues:



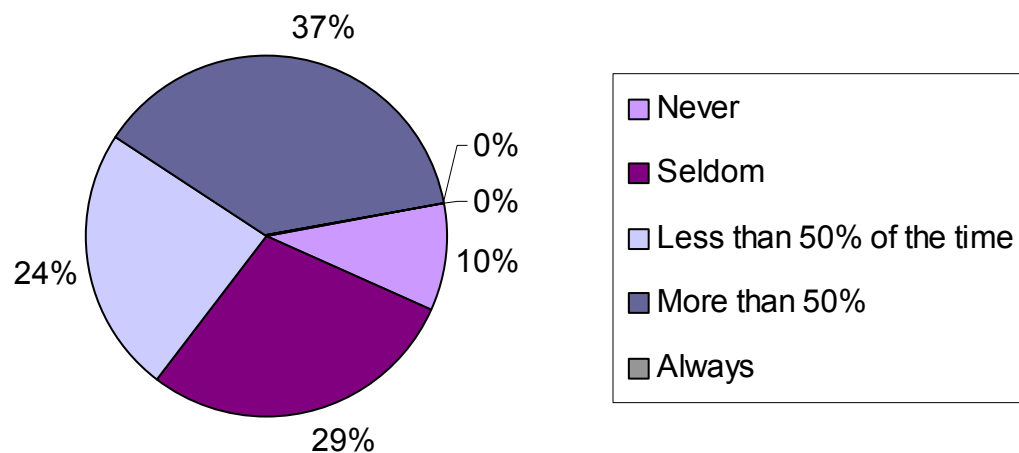


## CLAIMS TECHNICAL: INVESTIGATION

Agreement is reached with supervisor/adjuster regarding needed investigation on new claims:

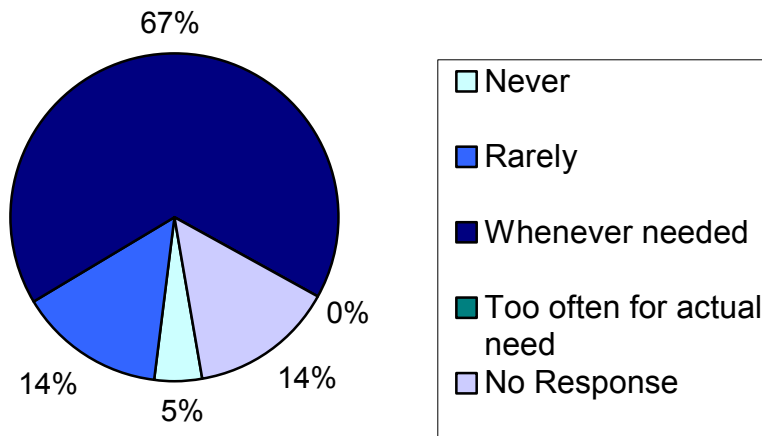


When investigating new claims with client, claimant's or witness' recorded statements are taken:

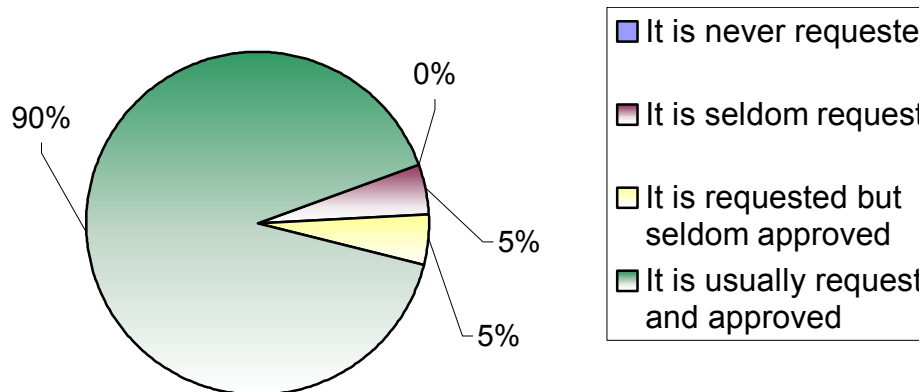




**Photographs and diagrams are taken  
in support of ongoing investigation:**

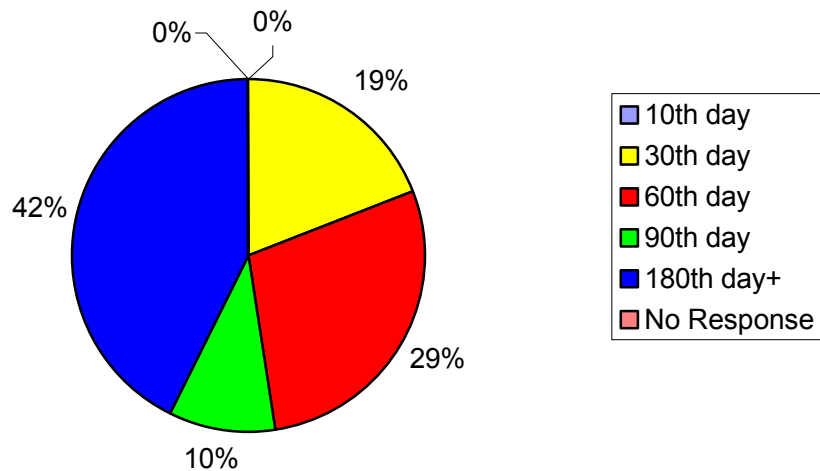


**If outside expert assistance is  
needed in investigations:**

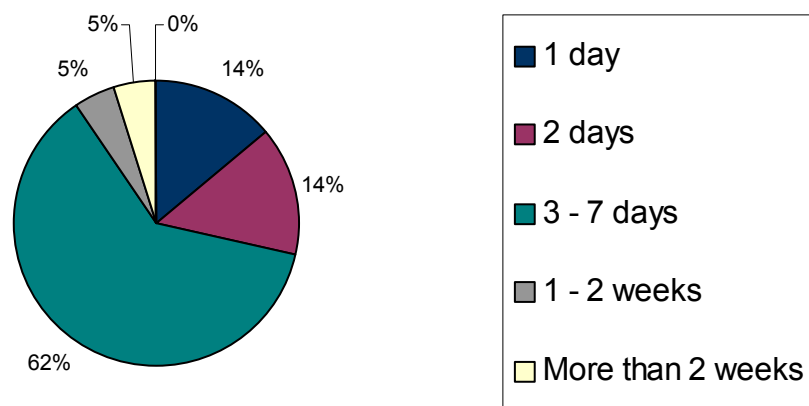




Investigations in our claim files are substantially complete by the:

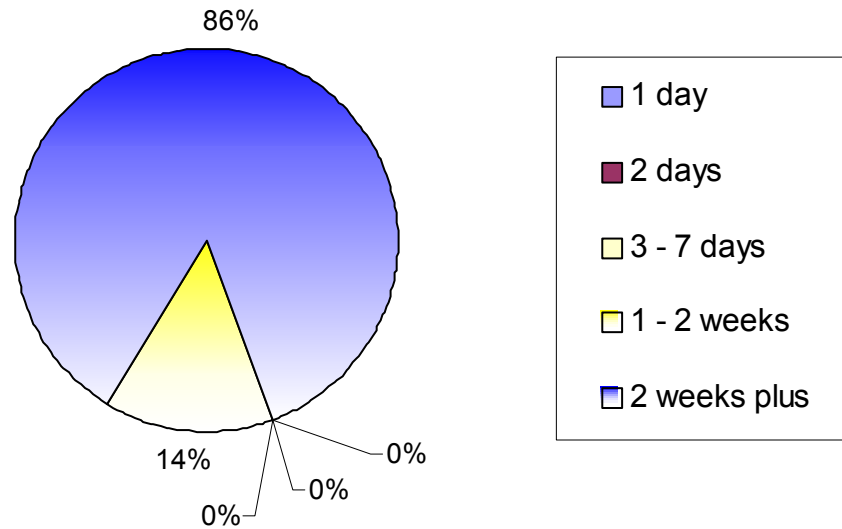


First contact on assigned cases is made on average within \_\_\_\_ days from assignment:





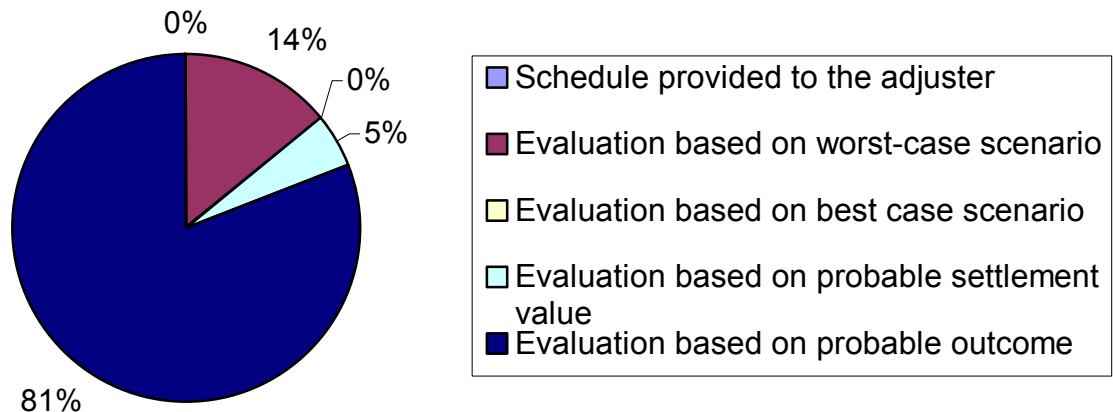
Losses are reported to ORM generally within:



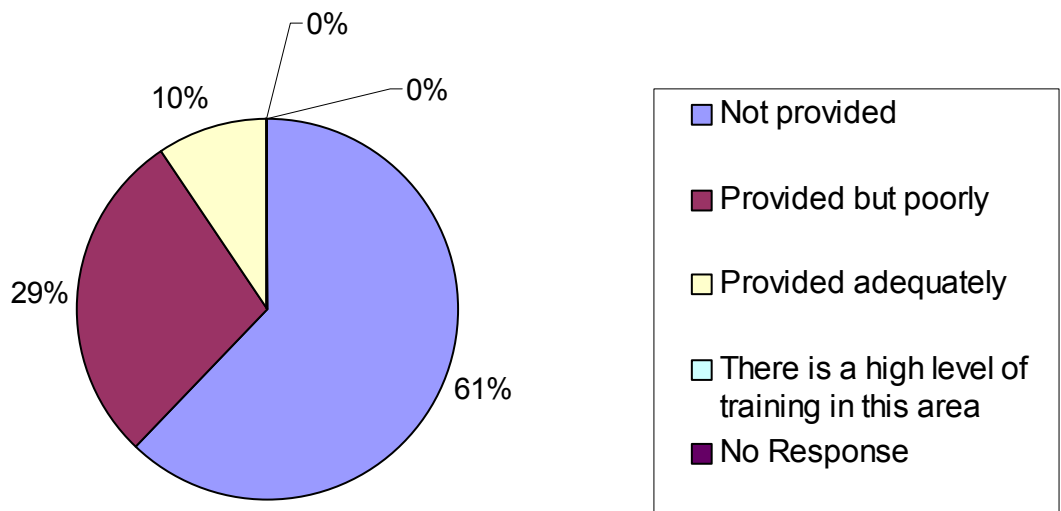


## CLAIMS TECHNICAL: RESERVES

Reserves are set and maintained based on:

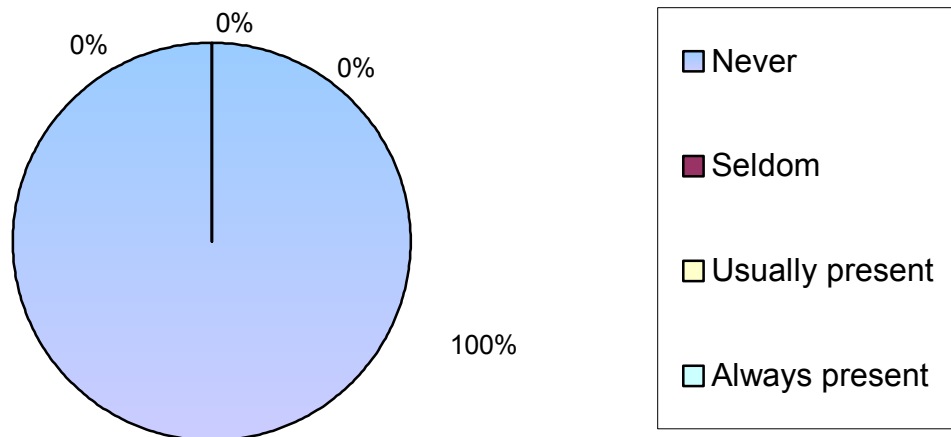


Training in reserve establishment is:

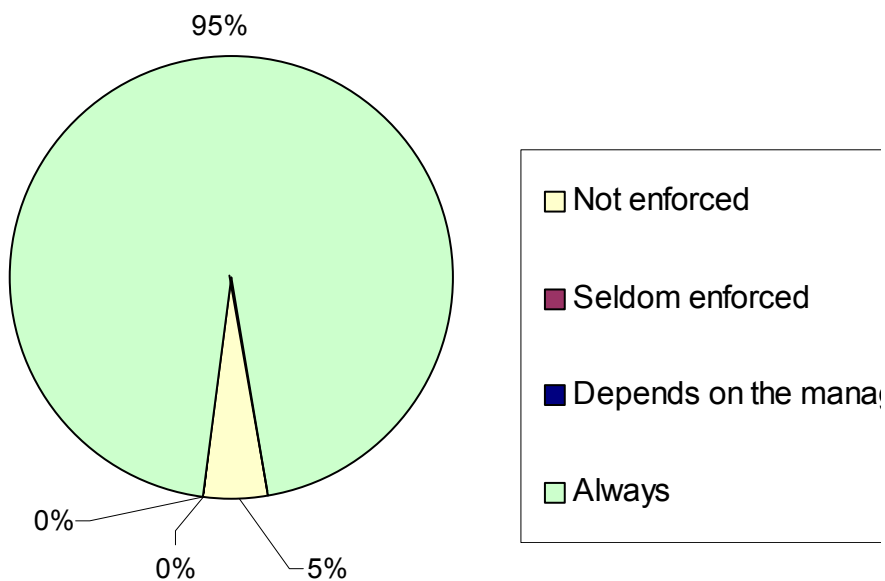




**Reserve worksheets are used and are present in the claim file:**



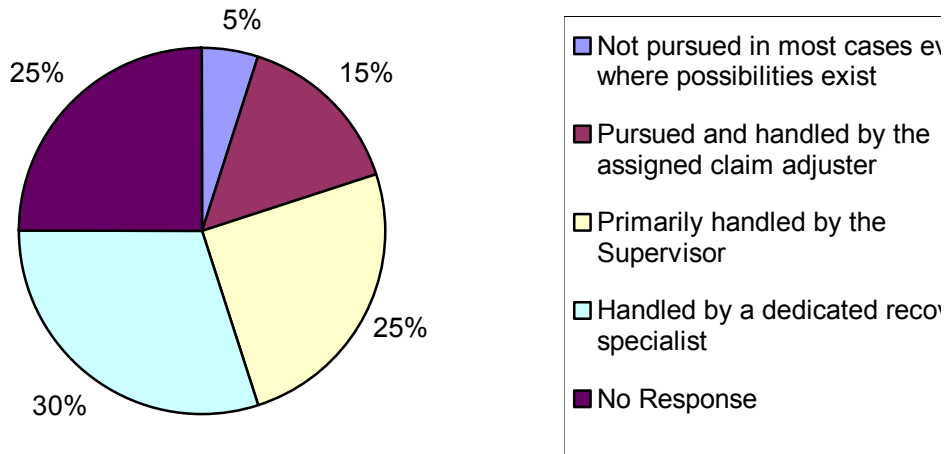
**Reserve setting authority is enforced:**



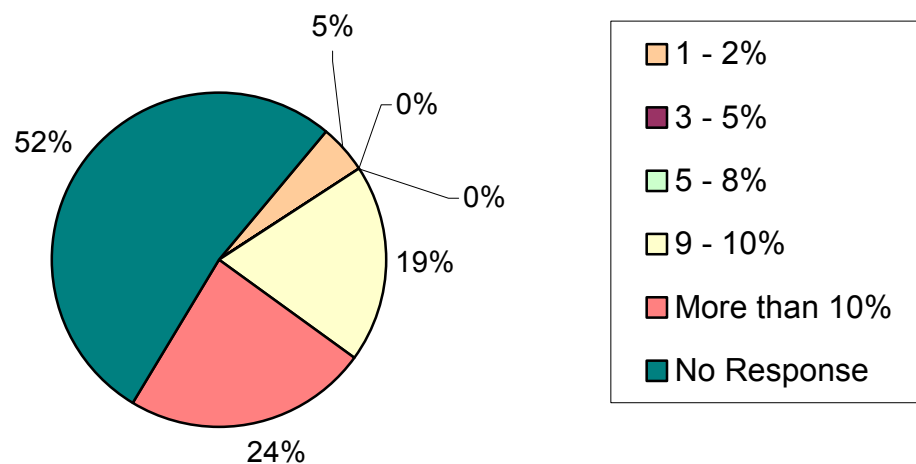


## CLAIMS TECHNICAL: RECOVERY

Recovery possibilities are pursued by:



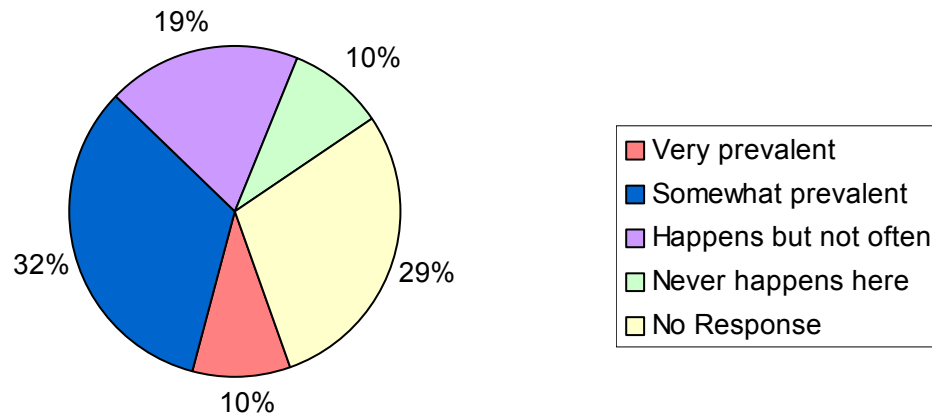
What percent recovery as measured as a percent of gross claim dollar payout do you believe is attainable?



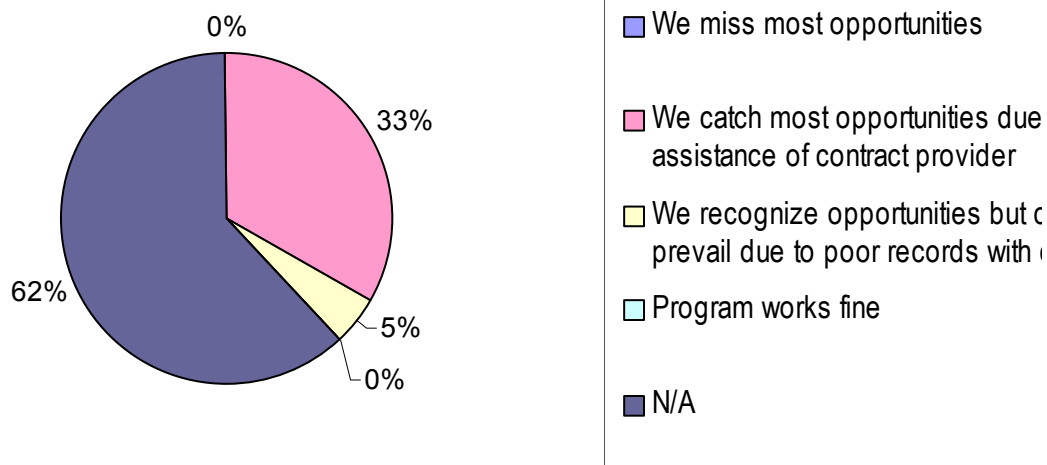




How prevalent is the loss of potential recovery due to allowing the recovery claim to prescribe?

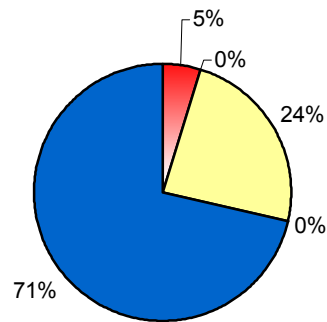


How strong are Second Injury Fund recovery efforts both initially and in on-going collections?





**Auto and property salvage is handled through  
a strictly enforced process:**

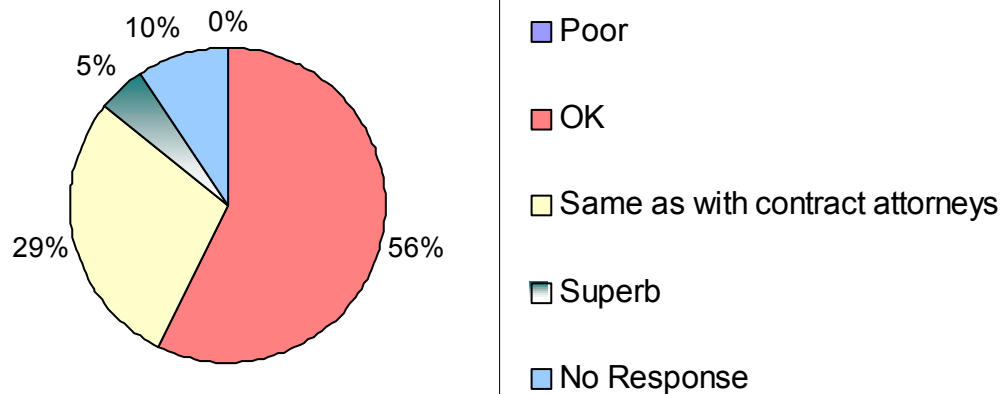


- ☐ No process exists
- ☐ Process exists but is not enforced
- ☐ Process exists and is enforced
- ☐ Process is used but needs to be changed
- ☐ No Response

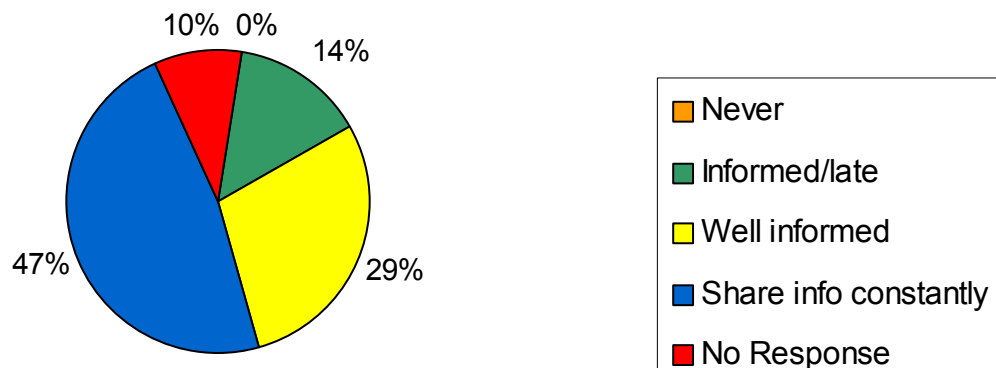


## CLAIMS TECHNICAL: LITIGATION MANAGEMENT

**My relationship with attorneys from  
the AG's office is:**

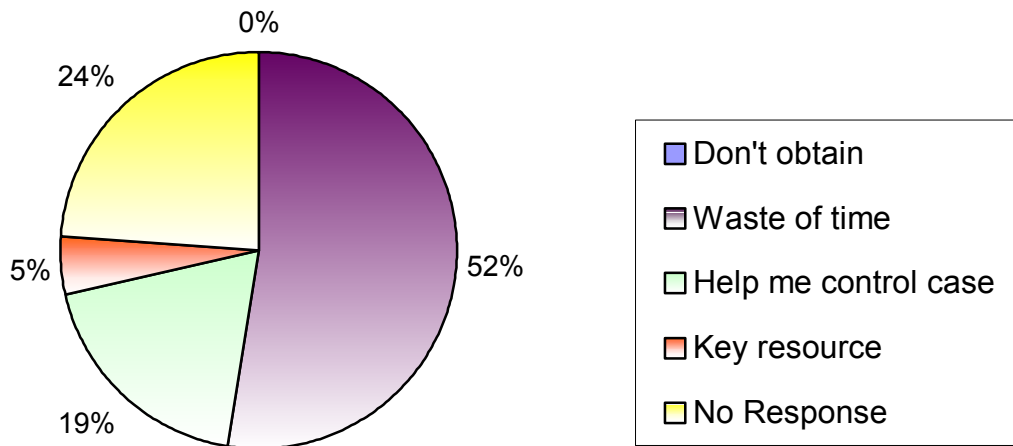


**I keep my attorney informed as  
to case developments:**

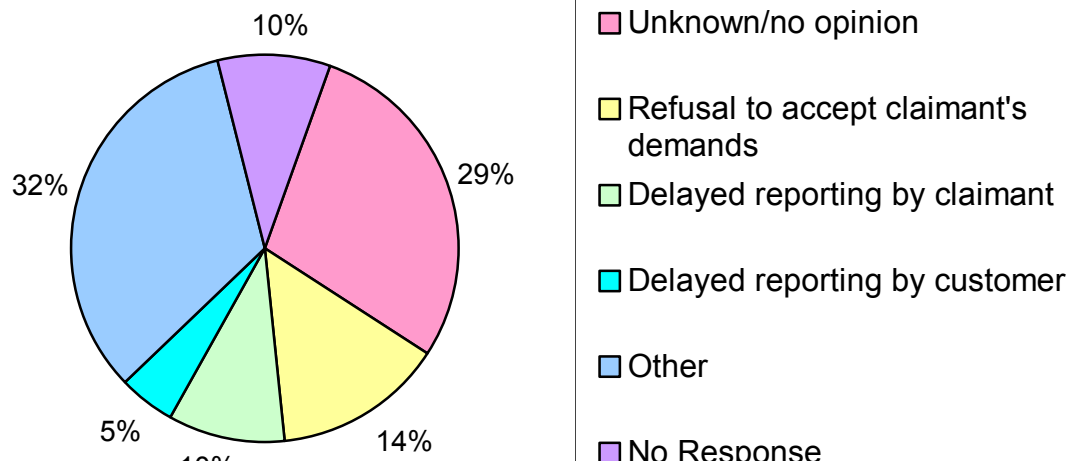




The budgets I obtain from defense counsel:

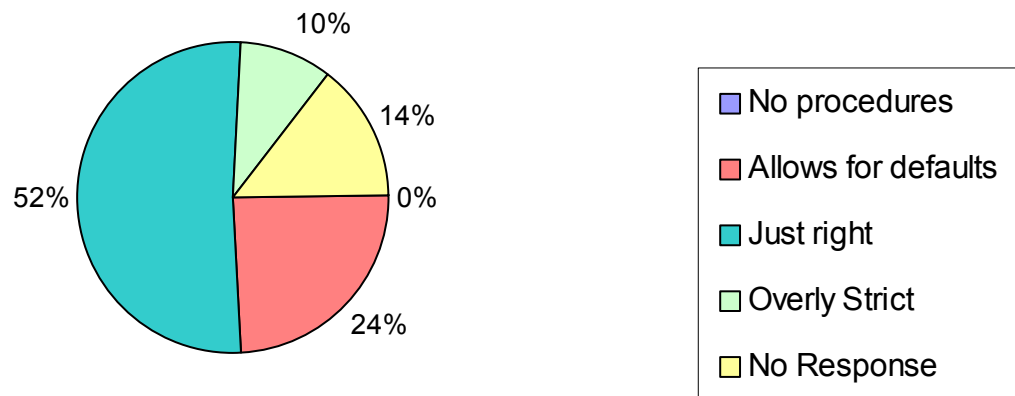


Most common cause of litigation is:

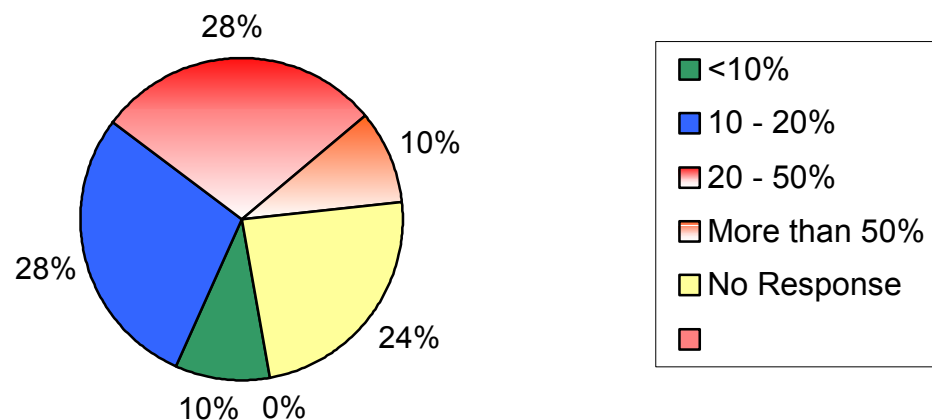




## Procedures governing receipt and handling of new litigation is:

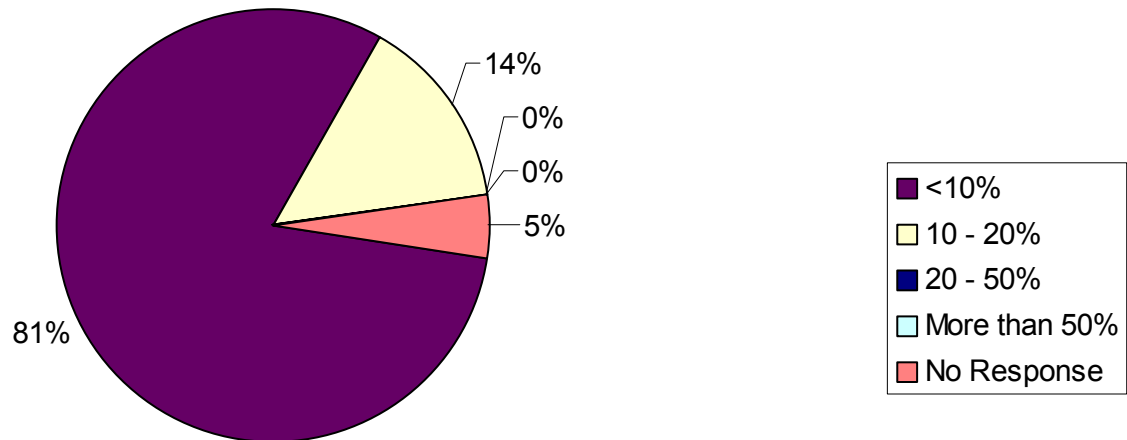


## How much waste do you believe exists in the litigation defense area?





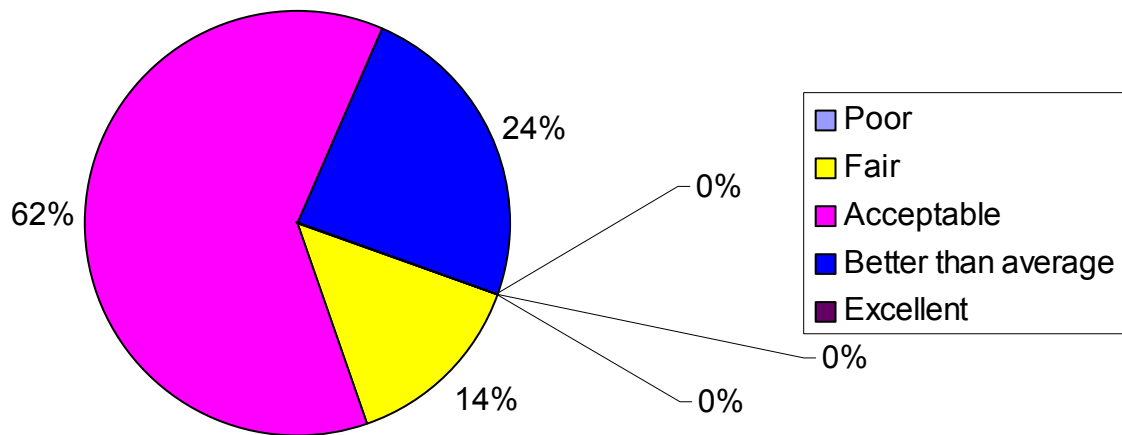
What percent of your time is spent in attending pre-trial mediations?



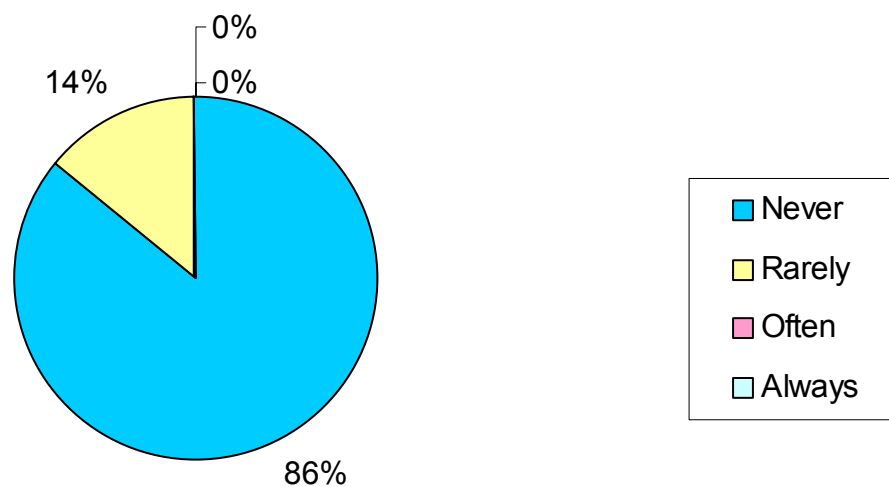


## CLAIMS TECHNICAL: VENDOR ASSISTANCE

Rate the overall quality of the vendor services you receive:



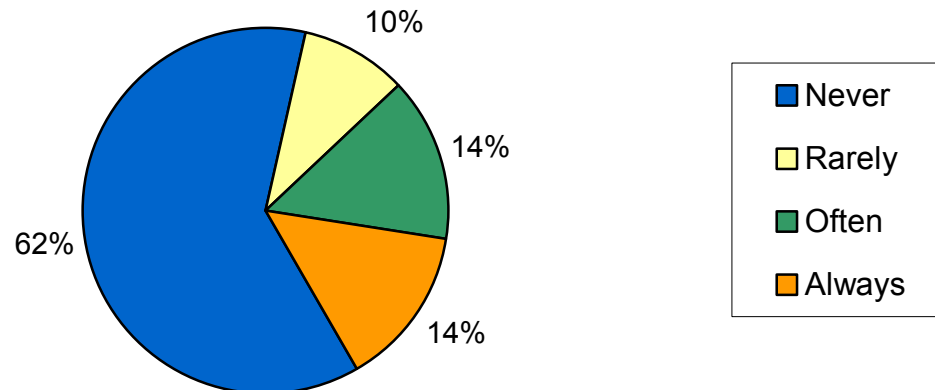
Do you refrain from assigning services because of the time it takes you?



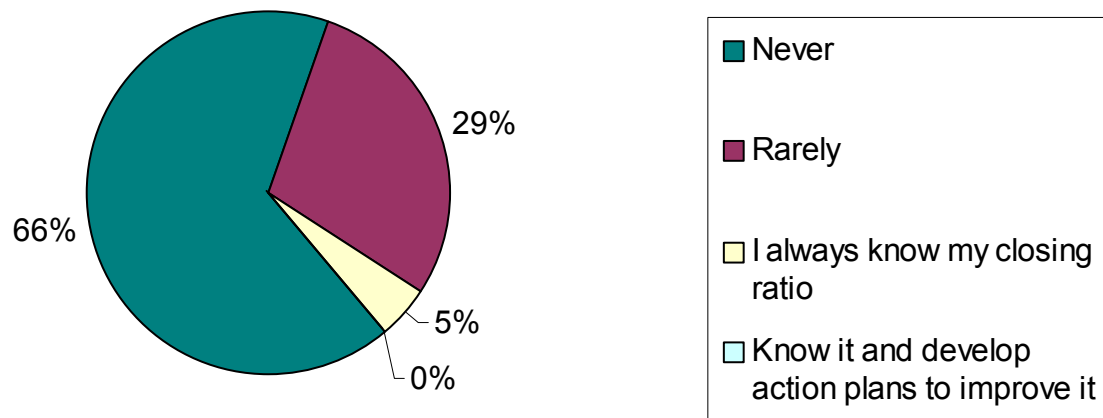


## CLAIMS TECHNICAL: DISPOSITION

Claim files have a clear plan of action that is followed:



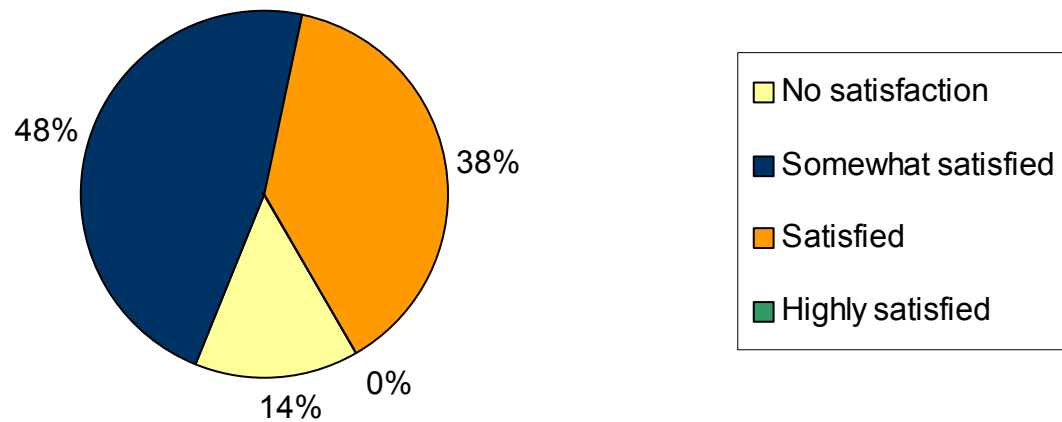
Do you or your supervisor monitor your closing ratio?







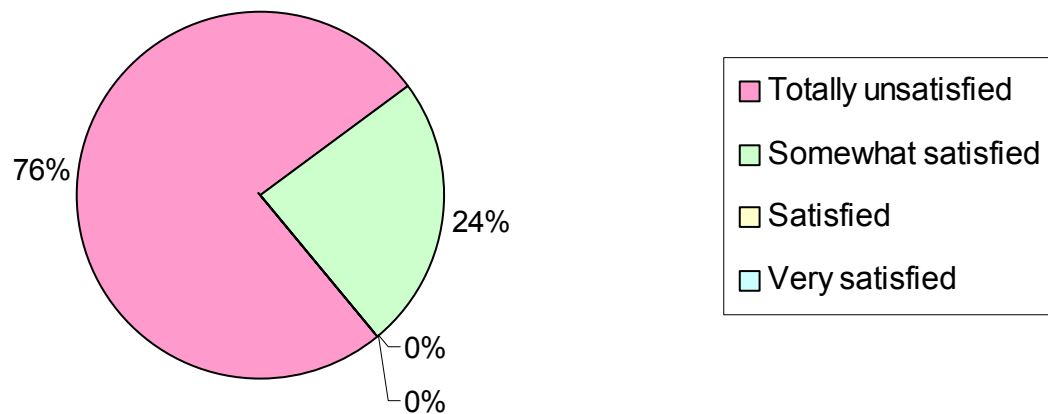
How satisfied are you with the results  
you achieve for ORM on your cases?



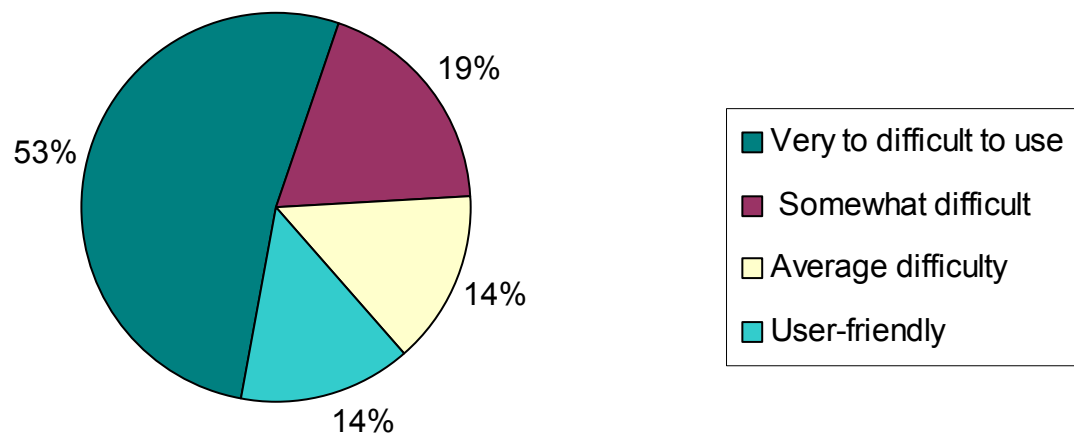


## SYSTEMS AND SUPPORT

How satisfied are you with the overall Corporate Systems' support?

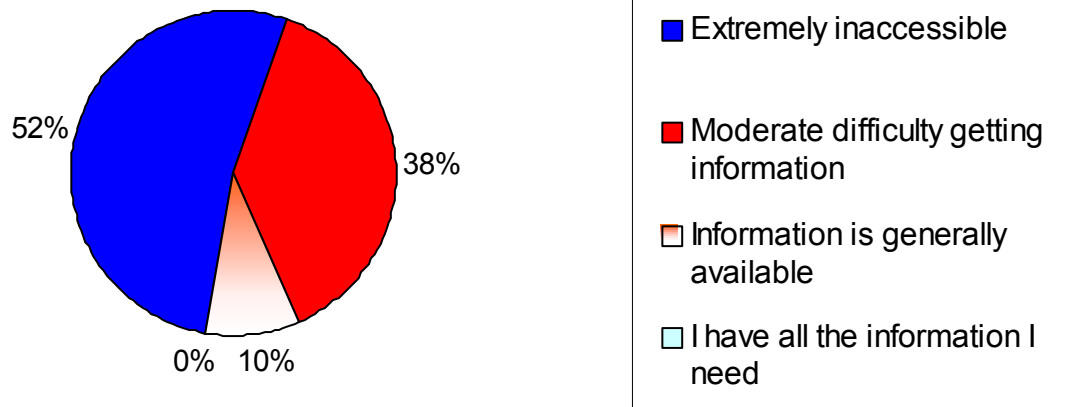


How user-friendly is the Corporate Systems program?

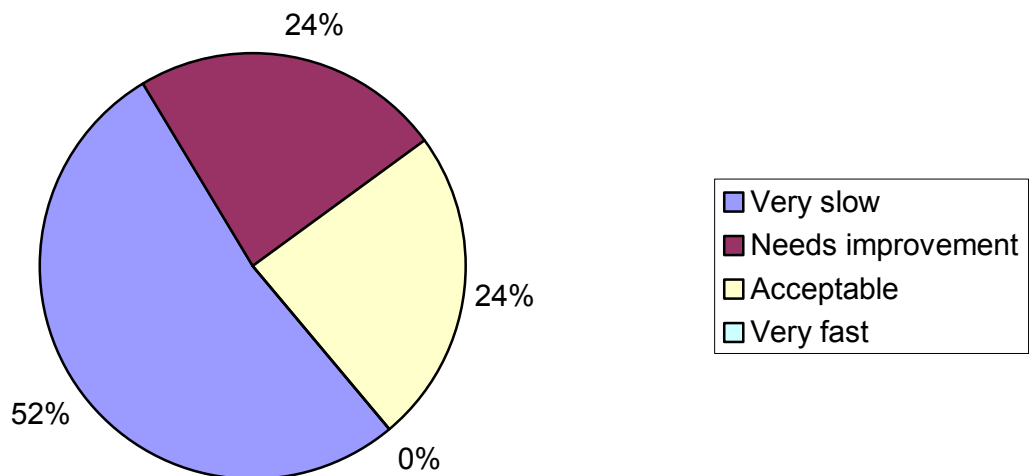




How accessible is information you need to get your job done professionally?

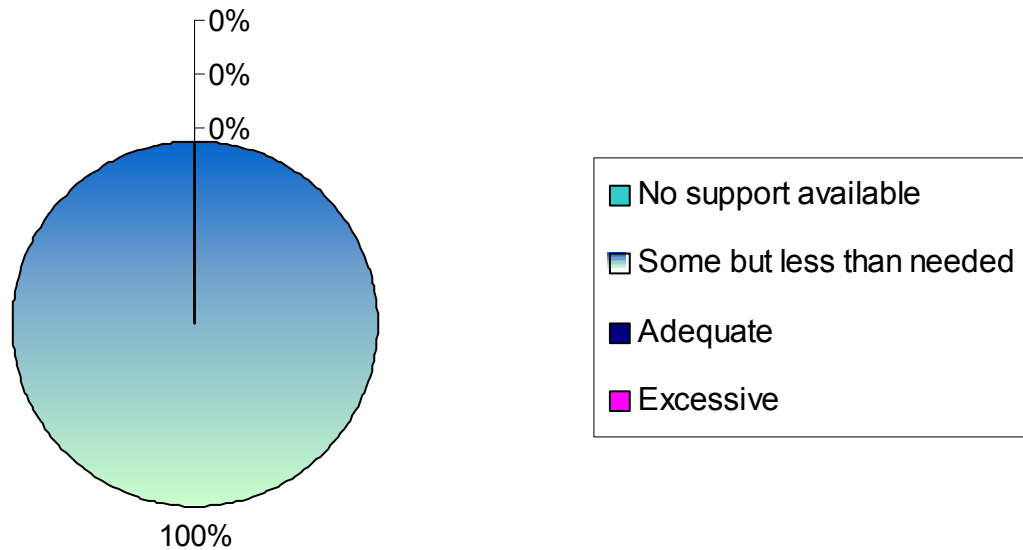


Rate your system's average response time: (speed; downtime; etc.)

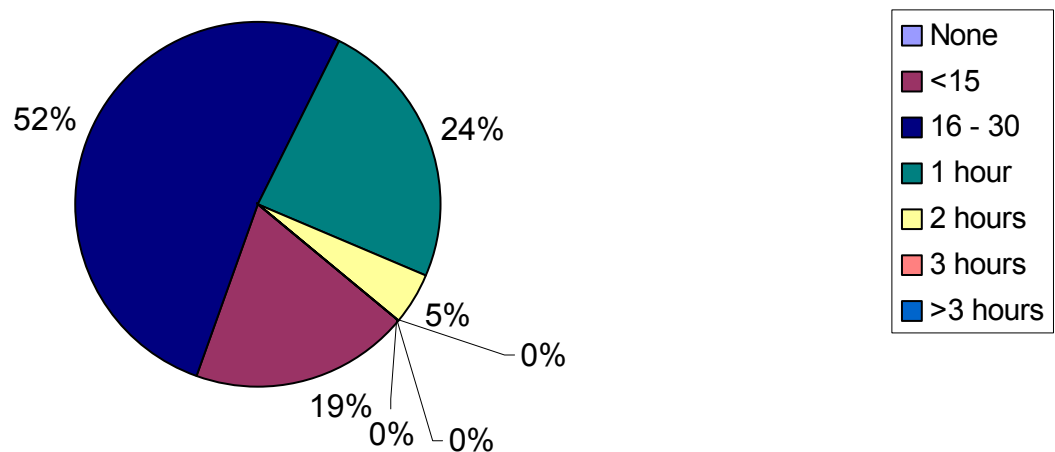




Consider the need for clerical support within your operating area:



How many minutes per day do you personally spend making photocopies?





Bill review and repricing services are:

